

Independent Ombudsman

for the

Texas Juvenile Justice Department



Fourth Quarter Report FY 14

June 1, 2014 to August 31, 2014

Introduction:

This report is the fourth Quarterly Report of FY 2014 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the fourth quarter of FY 14 spanning June 2014 through August 2014.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all contract care programs as well as tracks Abuse, Neglect and Exploitation (ANE) incidents from all pre/post adjudication county facilities. Currently, TJJD operates 6 secure facilities, 8 halfway houses, and several parole district locations. Additionally, TJJD contracts with additional facilities to provide services to TJJD youth. While the IO seeks to address systemic problems with TJJD service delivery, the office has resolved numerous individual complaints, as well.

The office successfully visited and inspected secure TJJD facilities, as well as halfway houses, contract care facilities and parole offices to monitor for compliance with best practices for the safety and security of the youth. In addition, all ANE incident reports from county facilities have been reviewed and tracked for trends.

The numbers below representing the activities of the Office of the Independent Ombudsman (OIO) for fiscal year 2014 indicates there has been a drop in the number of site visits, interviews, and closed cases.

When the numbers were tallied for the fourth quarter report, a decline was noted prompting a review of the previous year's activities. The review revealed several reasons for the difference in the totals. Most notable was the change to the number of facilities the OIO is required to visit. In the course of the last year, The Texas Juvenile Justice Department (TJJD) closed two halfway houses and a contract facility that consisted of three locations. Additionally, a decision was made to change the frequency of parole area site visits from once per quarter to once per six months, which decreased the number of parole area visits by half. As site visits decreased, the number of youth interviewed also decreased.

Also the OIO has maintained an effort to review each individual case and make a determination on who would be the best party for resolving the complaint; therefore, many complaints received by the OIO have been referred to TJJD. This effort to resolve complaints at the first level has lowered the number of actual cases that are addressed by the OIO. As always if the complainant is not satisfied with TJJD's decision or is unable to get a resolution, the OIO will investigate further.

Given TJJD's long-range plan to add more contracted beds, the OIO anticipates the number of site visits will meet and surpass the current count over the next year. Under the OIO's current policies and procedures, the frequency of random and unannounced site visits is determined according to the security level at each facility.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY 2013	4th Quarter FY14	FY14 Total
Site Visits	236	45	216
Number of Youth Interviewed	1410	502	1354
Number of Youth Interviews Conducted	2915	632	2898
Closed Cases	256	25	181

Facilities visited by IO staff during the fourth quarter

Secure Facilities

Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility-*Mart TX*
McLennan Residential Treatment Center-*Mart TX*
Ron Jackson State Juvenile Correctional Complex -*Brownwood TX*

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Brownwood Halfway House-*Brownwood TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Willoughby House-*Fort Worth TX*
York House-*Corpus Christi TX*

TJJD District Offices

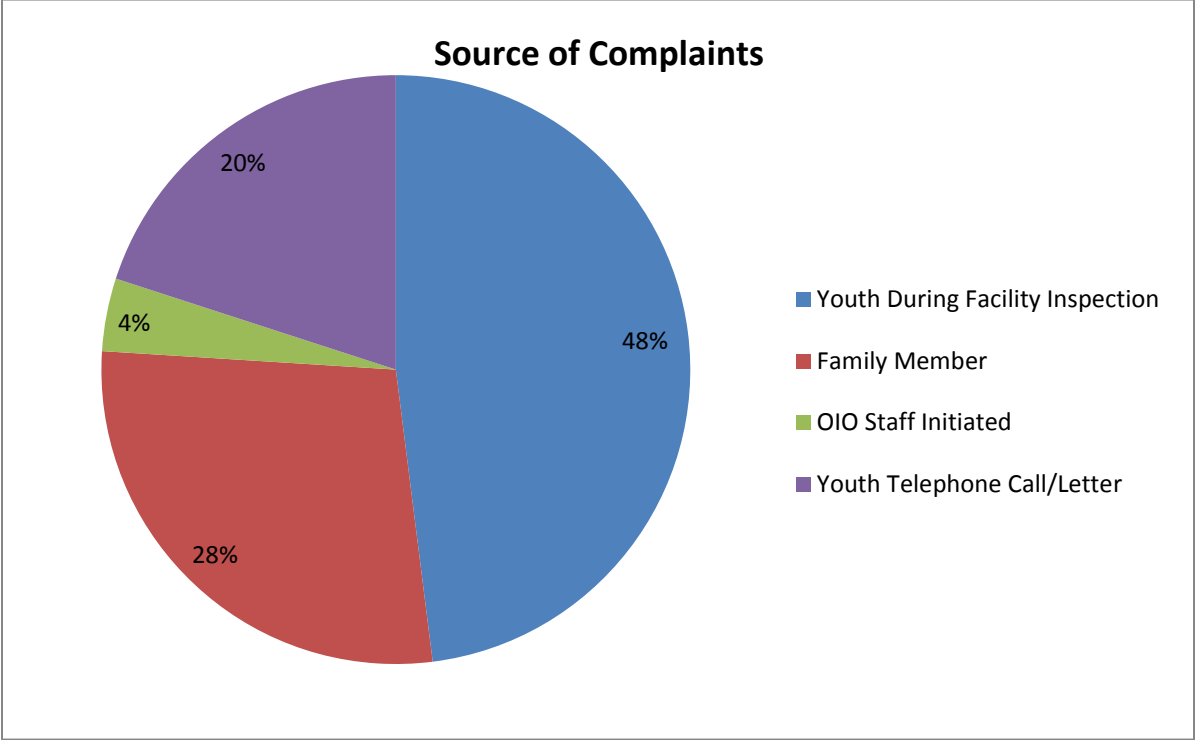
El Paso District Office

Contract Care Facilities

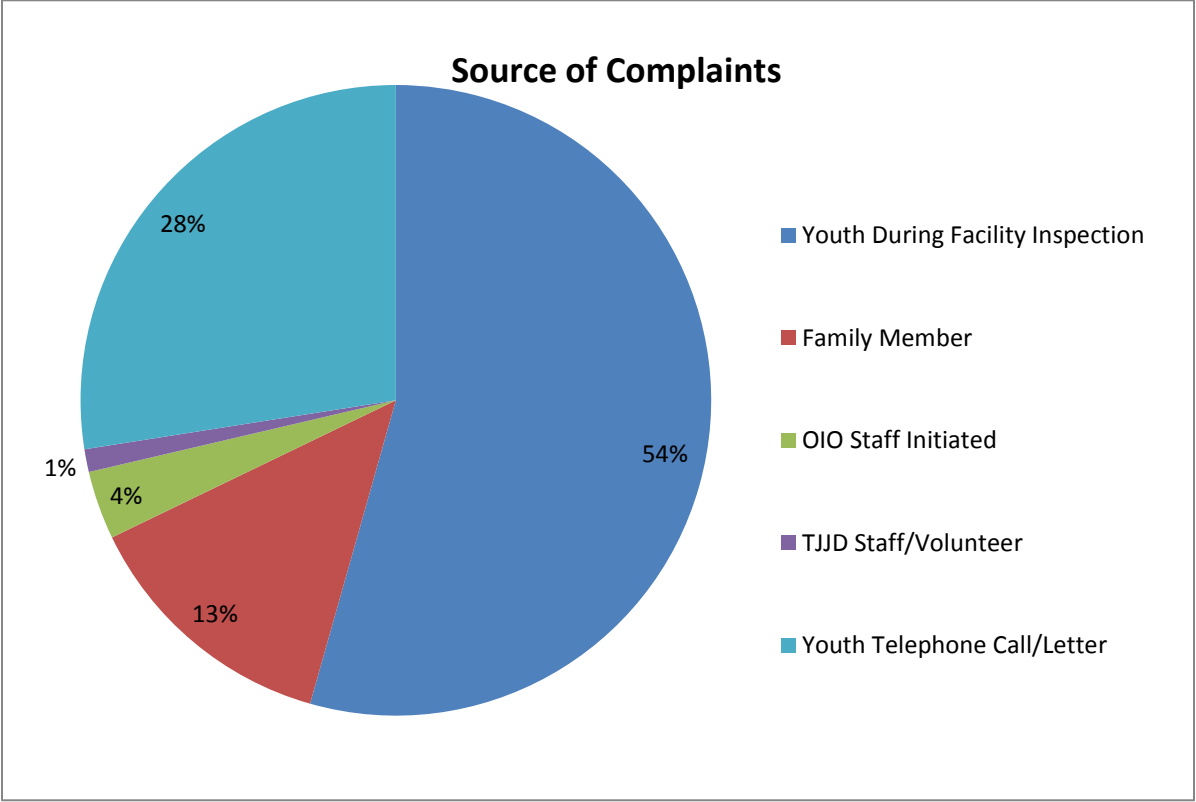
Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Austin State Hospital-*Austin TX*
Byrds Therapeutic Group Home-*Houston TX*
G4S Youth Services, LLC-*Brownwood*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
National Mentor Healthcare LLC, East Intermediate-*Houston TX*
Pegasus School RTC-*Lockhart TX*
Specialized Alternatives for Youth (SAFY)-*Arlington TX*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 25 complaints during the fourth quarter and 171 during fiscal year 2014. The majority of these cases were received directly from the youth during facility inspections.

Fourth Quarter-FY 14



Fiscal Year 2014



Complaints Received by Facility-Fourth Quarter FY 14*

	Total for Facility	Conextions	Facility Conditions Education	MLOS/Release Date Medical	Other	Rule or Policy	Safety Concerns	Specialized Treatment	Staff Conduct	
AYRES HOUSE	2						2			
EVINS RJC	11		1	2	2			1	1	4
G4S YOUTH SERVICES LLC	1			1						
GAINESVILLE STATE SCHOOL	3					1	1		1	
GIDDINGS STATE SCHOOL	11	1			1	2	1	2	2	2
MCLENNAN COUNTY SJCF	2						2			
MCLENNAN COUNTY RTC	1				1					
RON JACKSON SJCC	7			1	4		1	1		
YORK HOUSE	3				3					

* Facilities without complaints are not listed

Fiscal Year 2014

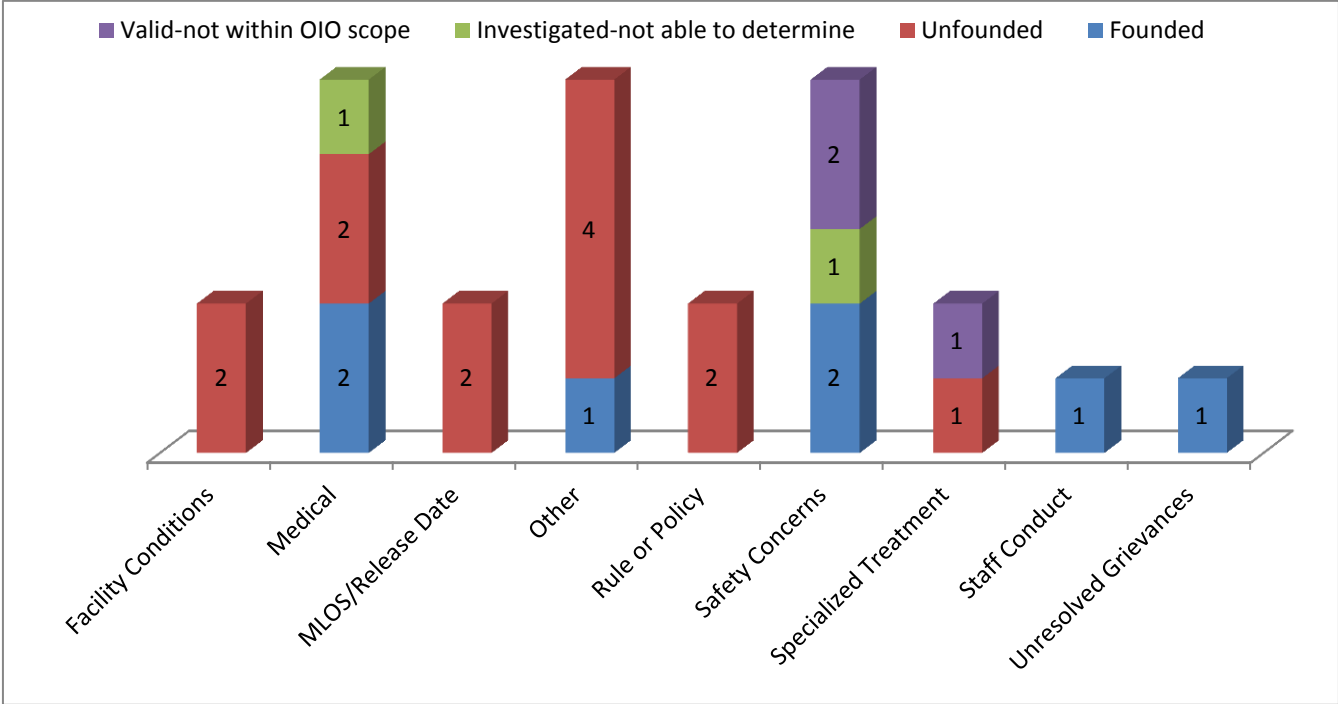
	Total for Facility	Conexions	Facility Conditions Education	MLOS/Release Date Medical	Other	Parole	Religion	Rule or Policy	Safety Concerns	Specialized Treatment	Unresolved Grievances Staff Conduct			
AMIKIDS, DBA RIO GRANDE VALLEY	2			1							1			
AUSTIN DISTRICT OFFICE	1													1
AYRES HOUSE	3								3					
CORSICANA RTC	1				1									
EVINS RJC	42	2	2	4	5	3	1	1		1	5	4	10	4
G4S THE OAKS	2			1	1									
GAINESVILLE STATE SCHOOL	17		1			2	6		2		3	1	1	1
GIDDINGS STATE SCHOOL	47	1	1	8	5	2	4			1	11	3	9	2
GULF COAST TRADES CENTER	3												1	2
HARLINGEN AREA PAROLE	1												1	
MCLENNAN COUNTY SJCF	17				1	2	5			2	3	2	2	
MCLENNAN RTC	6				5						1			
RON JACKSON SJCC	15			2	8		1			1	2	1		
SCHAEFFER HOUSE	4		1			1				1				1
TAMAYO HOUSE	5			1			1	1		1			1	
YORK HOUSE	5				4		1							

* Facilities without complaints are not listed

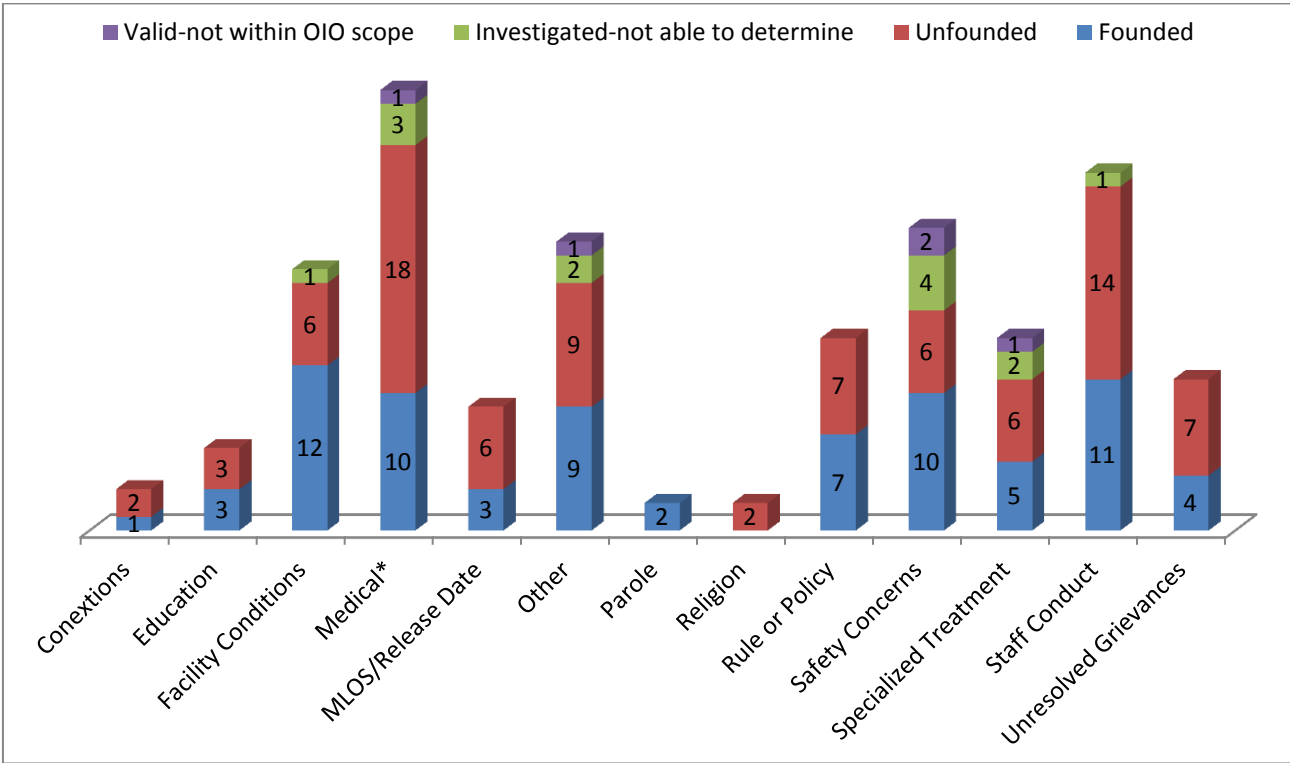
The IO closed 25 cases in the fourth quarter and 181 during fiscal year 2014. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.

Closed Cases

Fourth Quarter FY 14



Fiscal Year 2014

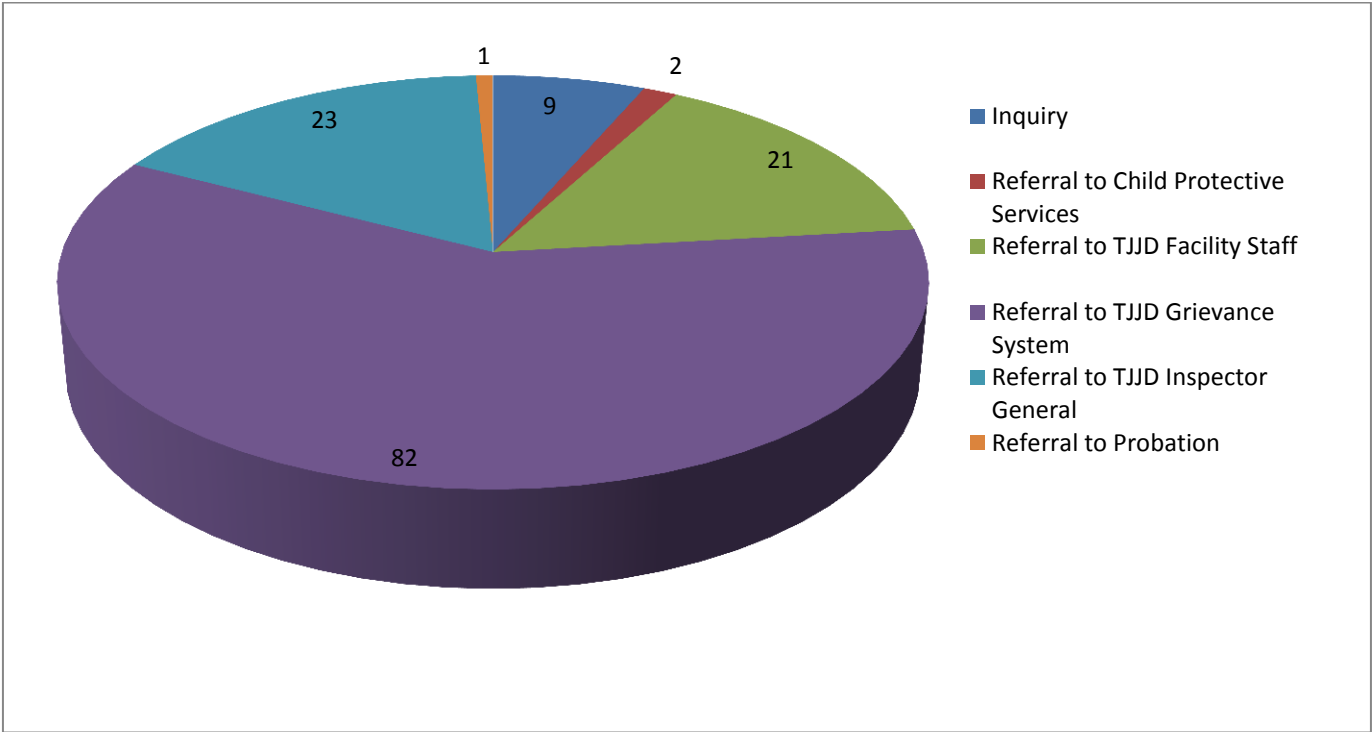


* Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

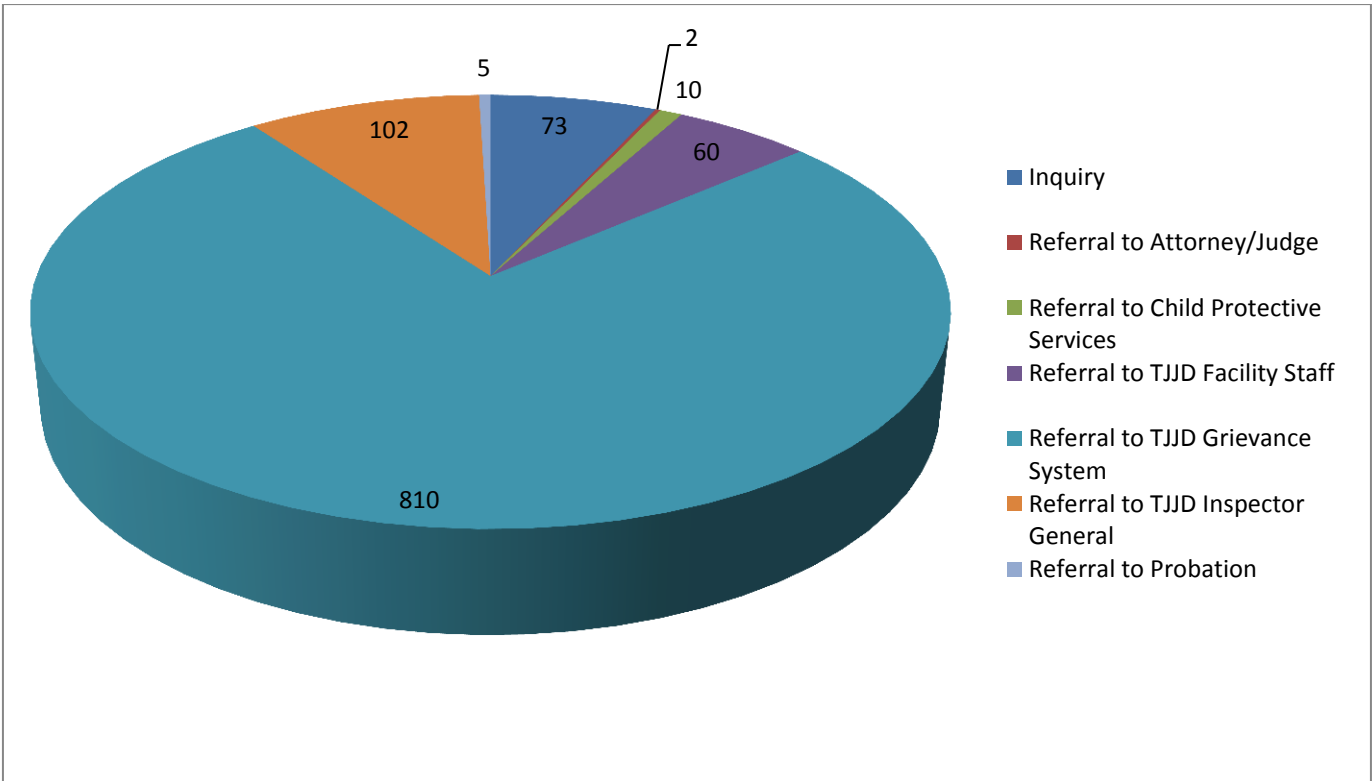
In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 138 inquiries and referrals during the fourth quarter and 1062 during fiscal year 2014.

Inquiries and Referrals

Fourth Quarter FY14



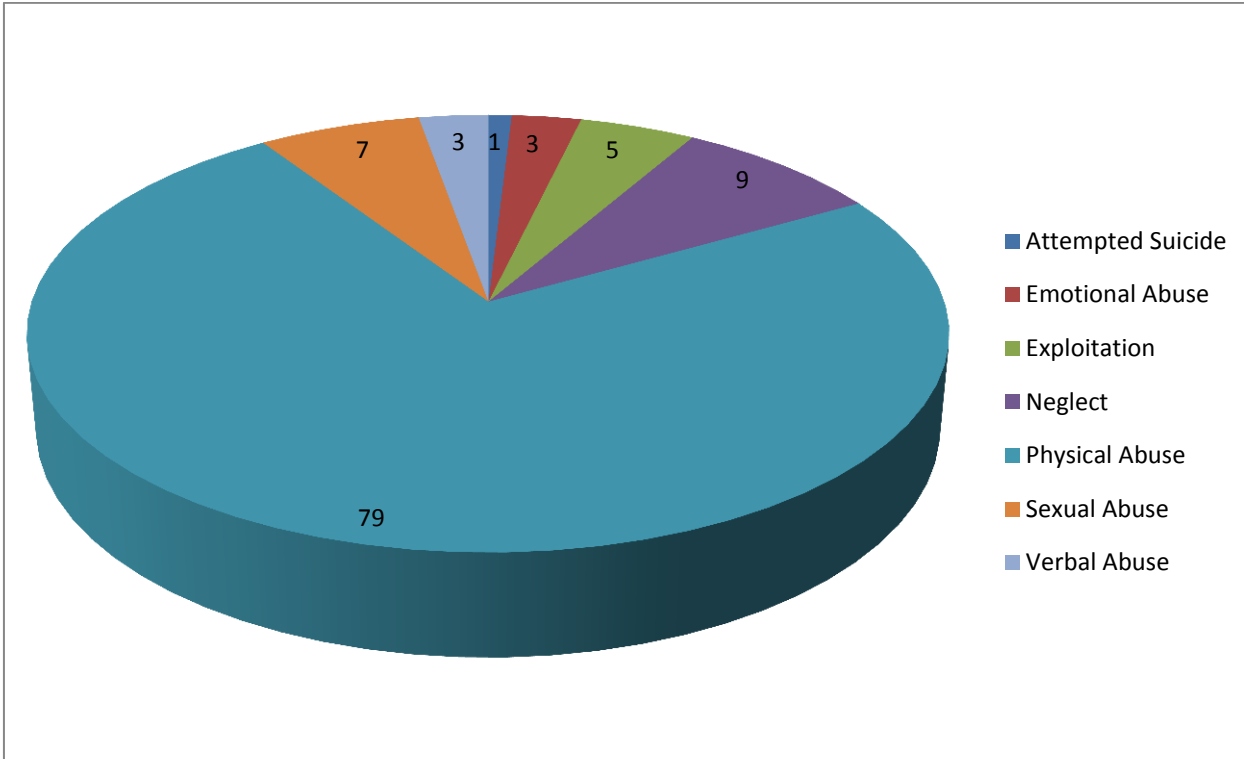
Fiscal Year 2014



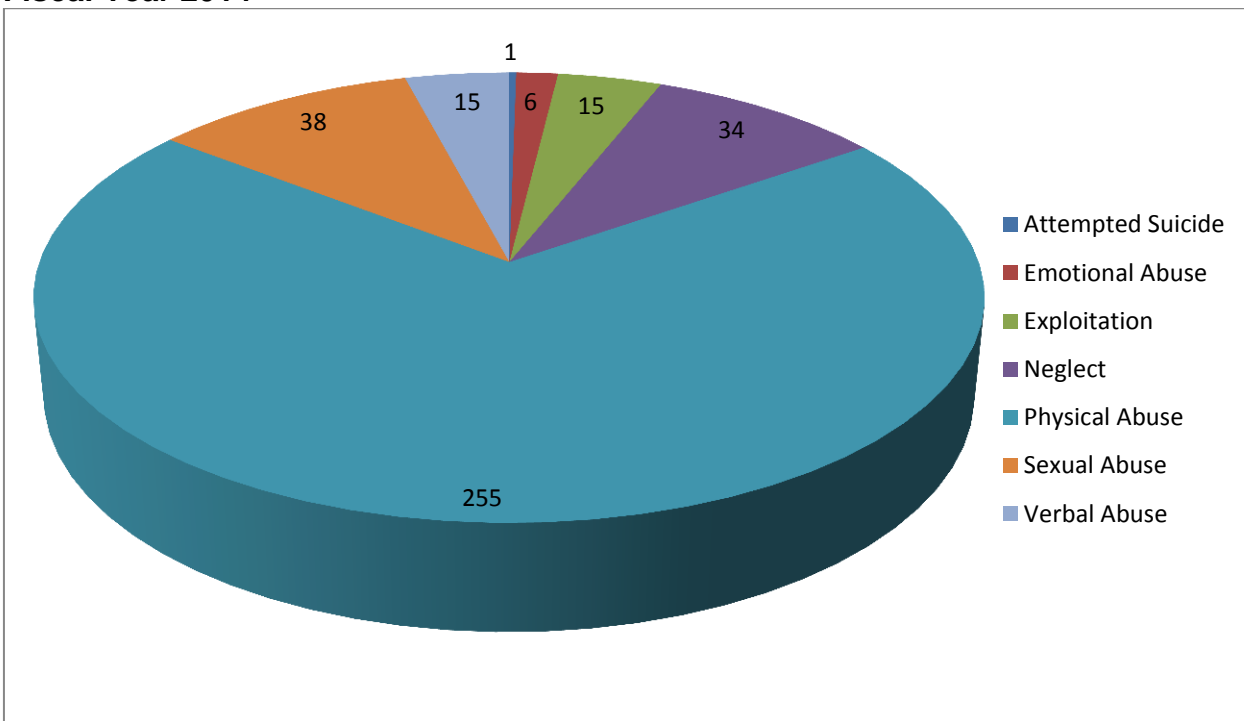
The IO reviewed 107 ANE reports in the fourth quarter and 364 during fiscal year 2014.

Reports of Abuse, Neglect and Exploitation from County Operated Facilities*

Fourth Quarter FY 14



Fiscal Year 2014



*These reports are reviewed by the IO, but there is no investigation or determination of findings made by the office. The IO tracks these incidents for indications of systemic issues and trends.